

BMW



IMPORTANT SAFETY RECALL

**This notice applies to your motorcycle,
Recall Campaign No. 16V-689: Engine Control Unit Software**

December 2016

Dear BMW Owner / Lessee:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. BMW AG has decided that a defect, which relates to motor vehicle safety, exists in certain Model Year 2013-2016 BMW G 650 GS and Model Year 2013-2015 BMW G 650 GS Sertao motorcycles. Our records indicate that you are the owner or lessee of a potentially affected motorcycle.

What is the issue?

This recall involves the engine control unit software which regulates engine idle speed. If the clutch lever is engaged, and the engine is operating at idle speed, the engine may stall. Engine stalling typically occurs shortly before the motorcycle is brought to a stop and could increase the risk of a crash.

When coming to a stop, be attentive to the engine idle.

If the engine stalls, then this issue may be occurring. Carefully move away from traffic and pull over to a safe location as soon as possible. Do not continue to ride your motorcycle. You may contact BMW Motorcycle Roadside Assistance at 1-877-680-2176 to have your motorcycle brought to the nearest authorized BMW Motorcycle dealer.

What should you do?

In November 2016, we notified you of this recall and that parts were not available. We are pleased to now inform you that parts are available. You should have the engine control unit software updated as soon as possible. **Please contact your authorized BMW motorcycle dealer immediately to schedule an appointment.** You can locate your nearest BMW motorcycle dealer at www.bmwmotorcycles.com/dealers.

If you are not the only rider of this motorcycle, please advise all other riders of this important information.

What will BMW do?

The engine control unit software will be updated. This **free repair** will take approximately 1 hour.

What if I am not the current owner/lessee of this motorcycle?

You can update motorcycle ownership and contact information by filling out the enclosed postage-paid card. **If you are a motorcycle lessor, Federal Regulations require you to forward this notice to your lessee within ten days.**

What if I have questions or experience problems?

Should you have any questions about this recall, please contact your authorized BMW motorcycle dealer. If you need additional assistance, contact BMW Customer Relations and Services via Email at CustomerRelations@bmwusa.com or by calling 1-800-525-7417. For the latest updates to this recall, please visit www.bmwmotorcycles.com/recall.

If your BMW motorcycle dealer is unable to remedy the defect without charge or within a reasonable period of time, you may notify the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

Please be assured that your safety is important to us and we sincerely apologize if this recall causes any inconvenience. We recommend always wearing a helmet and protective apparel when riding.

Sincerely,

BMW of North America, LLC



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Company
BMW
of North America, LLC

BMW Group Company

Mailing Address
PO Box 1227
Westwood NJ 07675-
1227

Telephone
(800) 525-7417

Fax
(201) 930-8362

E-mail
CustomerRelations@
bmwusa.com

Internet
bmwusa.com

TREAD ACT CUSTOMER REIMBURSEMENT PLAN
(BMW of North America, LLC)

If you have paid for the repair described in the attached letter, and you would like your expenses to be considered for reimbursement, please contact your authorized BMW Motorcycle dealer. Expenses paid to repair facilities outside of the BMW Motorcycle dealer network will be considered; however, the repair procedure must meet BMW standards.

Your authorized BMW Motorcycle dealer will request a copy of your owner notification letter, as well as, your previously paid invoice. They will then inspect your motorcycle (if it is still in your possession) prior to submitting a claim on your behalf to BMW of North America, LLC for reimbursement.

Please note the following:

- Only a repair that is the subject of this safety recall is reimbursable. Consequential expenses such as towing, rental, accommodations, damage repairs, etc. will not be reimbursed.
- The Manufacturer's Suggested Retail Price (MSRP) for BMW Genuine Parts will be considered as the guideline for reasonable part charges.
- Repair labor, taxes and hazardous waste disposal, when previously paid, are eligible for reimbursement.
- Expenses for repairs performed more than 10 days after the date of the last owner notification letter sent by BMW are not eligible for reimbursement.

Your authorized BMW Motorcycle dealer should be able to answer any questions that you may have regarding your qualifications for reimbursement of a previous repair. If you qualify for such a reimbursement, your BMW Motorcycle dealer will also be able to advise you of the manner in which you can expect to receive reimbursement.

Your authorized BMW Motorcycle dealer should be your primary contact on this issue; however, our Customer Relations and Services Department may be contacted at 1-800-525-7417 for any special assistance that you may require.

In special situations where your authorized BMW Motorcycle dealer cannot be of assistance, you may submit your written request for reimbursement to:

Customer Relations and Services Department
BMW of North America, LLC
P.O. Box 1227
Westwood, NJ 07675-1227

If you intend to submit a request for reimbursement to our Customer Relations and Services department, your motorcycle (if it is still in your possession and was repaired at a facility outside of the BMW Motorcycle dealer network) will need to be inspected at an authorized BMW Motorcycle dealer before a claim can be accepted for consideration. This is to ensure that prior repairs at an outside facility meet BMW standards for recall completion.